

PROJECT OVERSIGHT REPORT

Services, Knowledge, and Information Exchange
System (SKIES)
Employment Security Department (ESD)

Report as of Date:
May 2002

Project Director: Peggy Zimmerman
MOSTD Staff: Stan Ditterline

Executive Sponsor: Paul Trause

Description: WorkSource Washington, this state's brand name for the One-Stop Career Center, is a federally-sponsored, national initiative to change the way employment-related services are provided to job seekers and employers. Previously, job seekers and employers found services by traveling to several different agencies at different locations. With the implementation of WorkSource, customers are able to receive the services they need from a single career development center, convenient affiliate sites, or self-service sites throughout the state. This new system is based upon four core principles: universal access, customer choice/focus, integrated services, and accountability.

Technology: The WorkSource One-Stop Operating System (OSOS), which has been renamed SKIES, will be a transfer system based upon Utah's UWORKS version of OSOS. The SKIES architecture contains three tiers: an Oracle database server, an applications server, and client software that employs web browser software (Netscape Navigator or Microsoft Internet Explorer). The system will be built and maintained using the Oracle Development tool set. The Oracle Application Server resides on an IBM RS/6000 hardware platform running the AIX UNIX operating system.

Life Cycle Stage: Close out

Budget: The total federal implementation One-Stop grant that ended in 2000 was \$9.45 million, which included approximately \$3 million for information technology. The budget for the first two years included an allocation of \$275,000 to the WorkSource Information Technology Workgroup. These funds were used to perform a connectivity study and a feasibility study of the Customer Tracking and Accountability System, which evolved into SKIES. The third year budget included an allocation of \$1.9 million for acquisition of SKIES. On April 12, 2000, the Executive Policy Council approved the full expenditure of the \$1.9 million by June 30, 2000 to acquire the OSOS system and associated database software. An additional \$1.78 million will be provided from federal employment security funds for the implementation and operation of the system. As of the end of April 2002, a total of \$4,391,004 had been expended for SKIES. Although not charged against the project, \$1.5 million has been expended for Oracle software.

Schedule: The SKIES implementation plan includes these milestones:

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| • Adopt UWORKS system | March 2000/Complete |
| • Evaluate the Alpha SKIES application | November 2000/Complete |
| • System ready for system test | June 2001/Complete |
| • Conduct User Acceptance Testing (UAT) | September 2001/Complete |
| • Conduct Pilot | February 2002/Complete |
| • Begin SKIES statewide implementation | March 2002/Complete |

Status: This is the final SKIES project oversight report. On April 8, 2002, ESD successfully implemented the SKIES system statewide. There have been no performance problems associated with the system. The system was designed to accommodate over 1,200 concurrent users and has been averaging over 700 concurrent users. Contrary to project team

expectations, staff log on to the system during the day, usually in the mid-morning hours, and then log off after conducting their business. As of May 1, only 68 incidents had been logged and only two of these were classified as “fatal” (both have been repaired). The average repair time for most incidents is two to three hours. The success of the implementation is directly attributable to the extensive planning and testing of the implementation process. It also reflects the excellent risk management process, as the pilot, stress tests, and implementation plans were part of the strategy to mitigate the risk of a statewide implementation.

ESD is developing a list of follow-on activities through June 30, 2003. The most critical activity is to make the application totally accessible in accordance with the American Disabilities Act. This activity is planned for completion by July 2002.

Recommendations: DIS recommends that ESD conduct a formal project close out, forward the lessons learned to DIS, and document the findings as part of their annual portfolio update process.